Executive User Training

Each agency is encouraged to designate one or two users to be identified as an Executive Level User. These users will have additional responsibilities and permissions that most users do not have. They are able to monitor the activity of all other users at the agency and assist with problems that may arise. These users may or may not be the "Executive Directors" at each agency, but rather they are the user responsible for certain administrative duties within HMIS. All of these duties are assigned by permissions given from IHCDA so if you do not see

Responsibilities of an Executive Level User:

- Will serve as the Agency's Primary Contact to receive email communications from IHCDA.
- Notify IHCDA of any changes in staff so that logins can be changed.
- Assist users with resetting password if someone forgets their password.
- Give "Backdating" permission to users.
- Ensure that Residence Units (beds or apartments) are configured correctly.
- Monitor the data quality of all programs at the agency.
- Monitor user activities.
- Evaluate project performance.

The Agency Status Report

The Agency Status Report is a useful tool for monitor user activity and program activity. You can see at a glance how frequently staff are using HMIS, and you can see how active each program is. This is the same report that IHCDA uses to determine whether programs are actively using the system.

To get to the Agency Status Report go to **System Setup** and click on **Agency Program Information** and then click **Agency Status Report**. If you do not see the Agency Status Report button please contact the Help Desk. Upon clicking the Agency Status Report button you will be taken to the "Agency Status Report Settings" page. For agencies that have programs in multiple counties or multiple Balance of State Regions you will be able to pick one or more of the counties or regions that you would like to run the report for. Note that you will not be able to run the report for programs at other agencies even if you select a different county. You will always be limited to just the programs at your own agency. The report settings page also has check boxes for "Include Disabled Logins" and "Include Disabled Programs" which will allow you to review information on former users and programs that have been closed out.

Pressing **Continue** will run the report.

The report is broken down into three sections: Agency Information, User Information, and Program Information.

The Agency Information section contains the Agency Address, Phone Number, Fax Number, and the name of the Executive Director. You can update any of this information by clicking on the underlined name of the agency.

The User Information section contains information about all the HMIS Users at your agency. The report displays four users at a time, with tabs underneath the table that you can click on to see more users. You will be able to see each user's name, Login ID, Job Title, the dates of their most recent logins, the dates of their most recent training, their User Group, email address, direct work phone number and the date that their Code of Ethics expires. If any of this information is outdated or missing please contact the Help Desk and IHCDA and we can update this section for you. Paying attention the Last Login and 2nd to Last Login dates can tell you how active each user is.

The Program Information section contains a separate table for each program at your agency. Two programs are displayed at a time, with tabs below the table that you can click on to see more programs. For each program you'll be able to see how the program was set up, what type of program it is, and some statistics about this program. The statistics are important for monitor program activity. You will first see the number of beds and units assigned to each program. This number should match the Housing Inventory Chart and should not include any overflow or voucher beds. Next you will see the current number of people in your program, including Heads of Household and Non-Heads of Household. Directly below this you'll see the current utilization rate which is calculated by dividing the number of people by the number of beds or units in the program. The Capacity # below this shows the Acceptable Minimum Capacity designated for that program. For example if a program shows an Acceptable Minimum Capacity of 50, then any utilization rates below 50% will be highlighted in red text. Below this you are shown the Average Length of Stay for the program. Finally you'll see the # of Intakes and Discharges completed within a specified date range (known as the Capacity Loop Days or CAP). The CAP Loop for Emergency Shelter programs is 30 days, Transitional Housing programs are set at 90 days and Permanent Housing is 180 days. Supportive Services Programs are also 30 days. Next to the # of intakes and discharges you'll also be shown the date of the last intake or discharge. If no intakes or discharges have ever been done the date will display 12/31/1969. At the very bottom of each table you'll be shown the last time the HUD APR was run for that program as well as who ran the report. The asterisks that show up on this report are placeholders for future information that may be added when this report is updated.

Clicking on the name of any program will take you to the **Agency Program Information Page** described below.

The Agency Program Information Page

The Agency Program Information Page allows you to configure how a program is set up as well as change the address and phone number for that program. You can access this page either by clicking on a program name from the Agency Status Report or from going to System Setup > Agency Program Information > Add/Edit Entire Program and selecting your program.

Please do not use this section of the database to add a new program without first consulting with IHCDA. If you change the number of beds or units please let us know that as well as it will have a direct affect on the Housing Inventory Chart (HIC) and the Annual Homeless Assessment Report (AHAR).

The Agency Program Information page has four sections.

The first tab is “General Information” and contains the name of the program, the type of program, and the number of Beds and Resident Units. This information should all match the Housing Inventory Chart. The # of Beds = the # of Individual Beds plus the # of Family Beds in a program. The Residence Units should equal the number of Individual Beds plus the number of Family Units. In HMIS each family is assigned to one Unit. The Housing Inventory Chart describes how many homeless beds are in each program and the information in HMIS should match what is recorded on the Housing Inventory Chart. Non-residential programs, such as Supportive Services Only programs, would leave the # of Beds and Residence Units blank and instead fill in the approximate # of people served each month in the field “Monthly Service Units”. AIDS Housing, Homeless Housing and Drop-In Capacity can be left blank. Overflow units should not be included in these numbers. If the number of units is changed you will also need to add actual Residence Units as described in the next section.

The second tab is “Optional Settings”. These settings should probably not be changed without consulting with IHCDA. This section does allow you to change between making your program a Client Choose sharing program and a Non-Sharing Program. The other options in this section all effect different sections of the database and various reports and should only be changed by IHCDA.

The third tab is “HMIS Settings”. This section must also match the Housing Inventory Chart and describes the program in more detail along with the types of people that program serves. Most of these fields are all copied directly from the Housing Inventory Chart so any changes made here need to be communicated to IHCDA. The Direct Service Code is marked "Yes" for programs that actively use HMIS and marked No for programs that do not use HMIS and which simply exist for things like the one-day Point-In-Time count. The HUD Contract # field shows what types of HUD funding your program receives such as ESG, SHP, HOPWA, etc

The fourth tab is “Address/Contact Information” and your executive users should make sure that everything in this tab is up-to-date.

Residence Units List

The Residence Units List allows you to update the list of Units that show up at Intake for each program. These may be beds at a shelter, or apartments in the community, depending on the type of program. To access this section go to System Setup and click on Residence Units. From there select your program and click Continue.

The list that displays will show you all of the current Residence Units including their address, unit #, and the date that they were first made available. You can also see which of the units are currently occupied. Units which are occupied cannot be changed.

You can use this page to close units which you are no longer using, or to add new units. Most programs only need to update or add beds when they first get started or when there’s a change in their program layout. In a Scattered Site program where clients live in new apartments throughout the community you would come to this section to close out apartments after someone moves out of the program, and new apartments when someone moves into the program. You will be limited to updating 50 units at a time. You may have more units listed here than are listed on the Agency Program Information Page because this section can also include Overflow Units.

To close out a unit which is no longer being used by your agency simply put the closure date in the Closure column. You do not need to close out a unit just because it is vacant. You will only want to close out units which no longer exist at your agency, such as apartments that you are no longer renting out to clients or beds which you have removed from your program. Before you click the Update button at the bottom, first make sure that the last line marked “New Unit” is blank otherwise you may end up adding a new unit to the program.

To add a new unit simply scroll to the bottom of the form and updating the information for the new unit at the bottom of the form and then hit Update. Please be sure to fill in all the fields. If the unit you are adding is an overflow unit that is not part of your regular inventory, please include the word Overflow in the name of the Unit.

Remember that in HMIS each family is assigned to one Unit, so you do not need to have separate units for each bed.

Resident Unit Swap Page

If you simply want to switch someone from one bed (or unit) to another you should go to the Residence Unit Swap Page. To get there go to the **Housing Menu**, select your program, and change the Database mode from Report mode to Data Entry. Once you are in Data entry mode click on **Continue**. Now you will be on the Residence Unit Swap page and will see two drop down menus and a big SWAP button. Select the name of the client you want to move from the first drop down and select the resident unit you want to move them into using the second drop down. Type in the date you want them to switch units and then click on the word **Swap**.

Business Rules

Business Rules define the rules for editing Progress Notes and Contact Logs. By default a new program is set up to give users 10 days to enter notes without a backdating permission, and 30 days to enter notes with a backdating permit (explained in the Permissions section). Note that notes that are older than the standard window can still be seen in Report Mode but will not be seen in Data Entry mode. If agencies feel that this Standard Window is not long enough they can modify the Business Rules to allow data entry to happen within any window of time. The Business Rules do not affect the data entry rules surrounding Intake and Discharge and only affect Progress Notes and Contact Logs.

To edit the Business Rules for a program go to System Setup > Business Rules > select your program and click **Note & Contact Editing Rules**. There you will be able to change the Standard Window and the Backdating Permit Window. The maximum length is 999 days. Programs are encouraged to keep these windows short in order to ensure that their staff are entering notes in a timely manner. Click Apply Rules to save your changes.

Login Maintenance

The Login Maintenance section of System Setup allows you to change passwords and monitor staff activities.

Changing Passwords
Executive Users are able to change the passwords of other users at their agency. This is helpful if someone forgets their password. To change someone's password go to System Setup > Login Maintenance > and click on **Passwords**. From this screen you'll be able to select the employee's name and type in a new password for them. The passwords need to be between 8 and 12 characters and must include at least one number. Confirm the password and click "Change Password". Make sure HMIS confirms that "The password has been successfully changed."

Alphabetical User Report
The Alphabetical User Report is a quick way to see all the users at an agency, their job titles and the last time they logged in. To run this report go to System Setup > Login Maintenance > Update User Group > and click on **Alpha Report**.

Audit Trail
The Audit Trail allows you to monitor the activity of users at your agency. You can see all the intakes and discharges they've process, all the client records they've worked on, and many of the reports that they have run. To run the Audit Trail Report go to System Setup > Login Maintenance > and then click **Audit Trail**. You can run the Audit Report for all workers or just one worker, and for all clients or just one client. You can also select the date range that you would like the report to run. The date range that you select needs to be no greater than 2 weeks between the start and end date. Hit Continue to run the report. Once the report runs you'll see all the activities performed by users for the clients you've selected. Clicking on the **Show Detail** link will display extra details about each action. This report like most other reports in HMIS can be exported into Excel using the Excel File link at the top.

Permission Maintenance

Executive Level users are now able to update the permissions of staff members at their agency. This includes giving backdating permits, changing the programs people have access to, and changing which Audit Messages people receive. To access this section go to System Setup and then click **Permission Maintenance**. On the Permissions Selection page hit Continue. On the Worker Selection Page choose the name of the user whose permissions you want to update and then hit Continue. You can also choose "All Workers" to update everyone's permissions at once.

The Permissions page has four sections. On the Worker Selection Page there are also underlined links for each of the four sections. Clicking on those links will open up instructional pages that describe all of the permissions.

The "Internal Audit Messages" section allows you to determine which audit messages staff will receive. Audit messages are automatic messages sent by HMIS on a regularly defined schedule. Read the instruction page described above for descriptions of all the audit messages. The audit messages are delivered into the Messages module of HMIS. When you have received a new message a button will be displayed at the bottom of the Opening Menu that states "1 New Message". Clicking on that New Message button will display the audit messages.

The “Program Chart Access” section allows you to change which programs each staff member has access to. You can also use this section to give someone access to one of the “Training Programs”. Make sure to explain to people that they should never put real clients into a Training Program.

The “Data Entry/Access” section defines which sections of the database your staff will be able to view. For the most part this section is pre-populated with the most common settings for each user. You will usually not need to update this section; however you can check the descriptions of each permission to see if any of them pertain to your staff.

The “Exception Overrides” section is where all of the backdating permits can be found. The most commonly requested backdating permit is the “**Startup Period Backdating**” permit which allows a staff member to enter Intakes and Discharges with any date. Without this permission users are restricted to entering intakes and discharges within two weeks. Most programs require staff to stay on top of data entry and may penalize users who enter intakes or discharges after two weeks. *Programs that receive HUD funding may be monitored on the timeliness of their data entry*, so be aware of this fact when giving backdating permits. The Startup Period Backdating Permit lasts for 30 days and then reverts back to the standard window. Other common backdating permits include the **Backdated Contact Logs / Group Note Data Entry** and the **Backdated Progress Note Data Entry** permission which allow users to enter old Progress Notes and Contact Logs. **Service Plan Backdated Data Entry** and **Backdated Progress Note Viewing** are given to all users by default and do not expire. Finally, the **Surrogate Data Entry** permission allows a user to enter Notes as a different staff member.

Reports for Monitoring Data Quality

There are several useful reports for monitoring the quality of data. In each of these reports you will want to make sure the data entered is complete and accurate. Look for answers such as “Don’t Know” and “Refused” which are considered to be Missing Data. Look for invalid entries such as zip codes with 4 digits or incorrect birthdates. Some of these reports should be run on a monthly basis and others should be run daily by someone on your staff.

<u>The HUD APR</u>
The HUD APR is found in the Fiscal Menu and can be run by any shelter program regardless of whether it receives HUD funding. It’s a good way of monitoring program performance. Full instructions on running the HUD APR can be found on the IHCDA website under HMIS Documents > Report Instructions. It is a good idea to run this report monthly.

<u>The Program Profile Report</u>
This report, found in the Profile Menu, provides a quick and simple way of seeing all the clients in a program and whether or not any Household Members have been added to that family. This report should be run daily to make sure all clients are accounted for each day.

<u>The Demographics Report</u>
The Demographics Report, also found in the Profile Menu, provides a customizable report containing any demographics information from intake, discharge or the Face Sheet. There are also many “Saved Report Formats” that provide a quick way to run the report. Two saved reports we recommend viewing

to check on the quality and completeness of data are the APR Audit Report Fields and AHAR Prep Report.

The Housing Report

The Housing Report, found by going to the Housing menu and clicking Continue while in Report Mode, gives you a quick look at all the clients in your program and which units they are assigned to. You can also see which units are vacant. The Housing Menu has several other useful reports worth checking out including the Housing Utilization Report and the Vacancy Report.

For more detailed instructions visit the report section of the IHCDA website found at http://www.in.gov/ihcda/3129.htm or attend one of our bi-monthly Report Training Webinars for a look at a different report each month.

If you need assistance with anything please do not hesitate to contact our HMIS support team using the Help Desk button found in the Help Menu of HMIS.